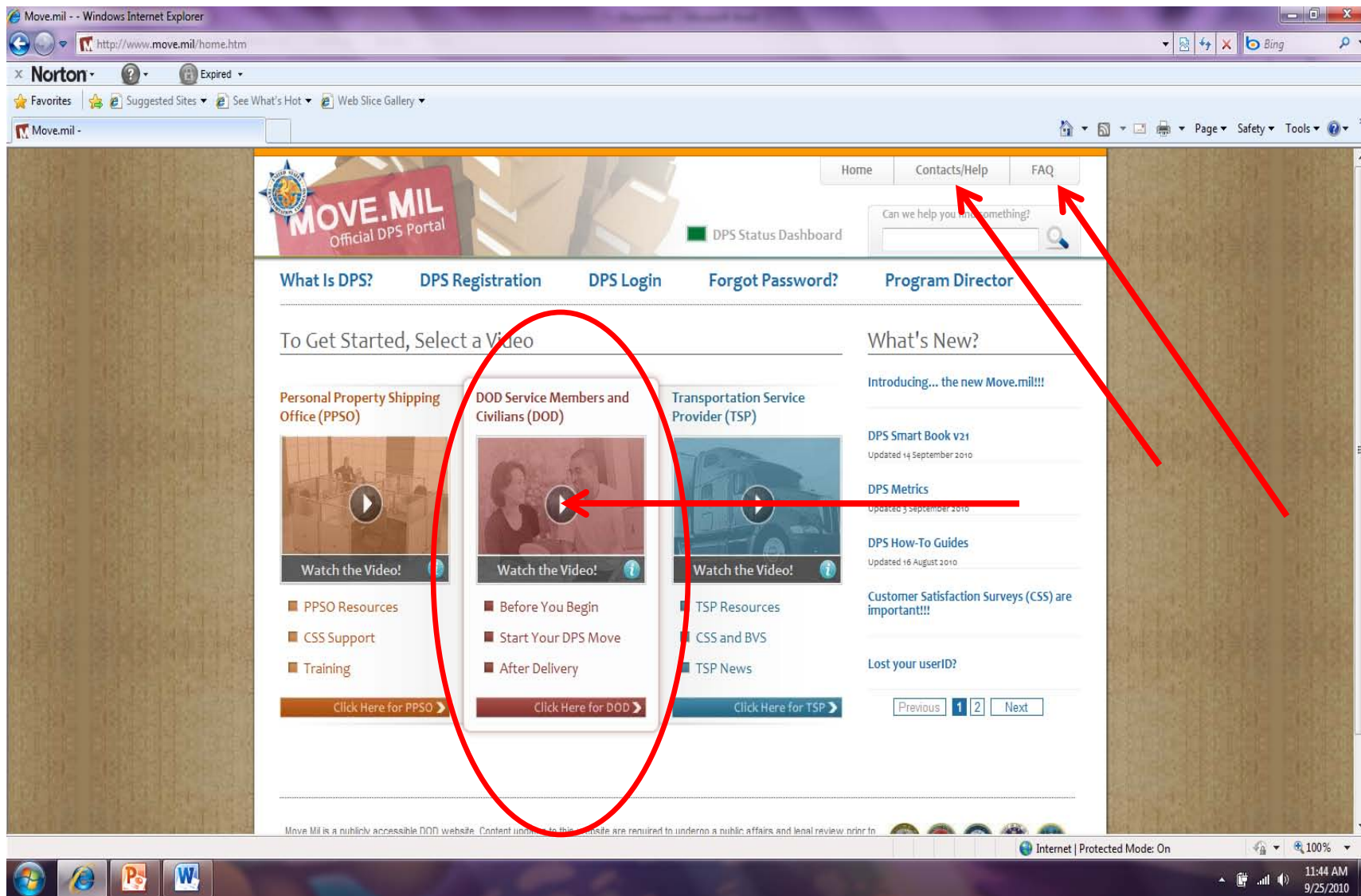




What's on Move.mil?

www.move.mil

This is the DPS portal homepage, www.move.mil. If you are a Service member or a DOD civilian. Click the middle button 'DOD Service Member and Civilian (DOD)'. We suggest that you watch the short video before you begin. The video presents the overall steps of the DPS process from beginning to end. On the right side of the homepage, you will find a 'What's New?' section for current and new information. For any questions concerning DPS, check 'FAQ' and/or 'Contacts/Help' on the top right corner of the page.



On this page, there are 10 how-to guides and one video guide. The first three guides can walk you through from DPS registration to logging into DPS. The next step in your application process is Self-Counseling. You will find a how-to guide for that portion of your application here. Additionally, there are guides for checking the status of your shipment, updating your info, requesting delivery and filing a claim (as well as additional how to guides). If you need help with any step of your move process, you may refer to these how to guides.

The screenshot shows the Move.MIL Official DPS Portal website. The browser is Internet Explorer, and the address bar shows the URL: http://www.move.mil/dod.htm#beforeBegin_dpsHowToGuides. The page has a header with the Move.MIL logo and navigation links: Home, Contacts/Help, and FAQ. Below the header is a search bar and a section for 'DPS Status Dashboard'. The main content area is titled 'Before You Begin' and features a list of guides. The first three guides are circled in red: 1-DPS Registration and Access, 2-Logging into DPS, and 3-DPS Welcome Section. The page also includes a 'Useful Tools' section and a 'Links' section. The bottom of the page shows the Windows taskbar with the Start button and several application icons.

Move.mil - DOD - Windows Internet Explorer

http://www.move.mil/dod.htm#beforeBegin_dpsHowToGuides

Norton

Expired

Move.mil - DOD

Home Contacts/Help FAQ

Can we help you find something?

DPS Status Dashboard

What Is DPS? DPS Registration DPS Login Forgot Password? Program Director

DOD Service Members and Civilians

Before You Begin Start Your DPS Move After Delivery

Before You Begin

DPS Process Chart

DPS How-to Guides

Prepare for your Move

Weight Allowance

General

Retirement and Separation

Privately Owned Vehicles (POV)

Firearms

Here are the step-by-step guides to complete your household goods shipments using DPS from start to finish.

1-DPS Registration and Access

2-Logging into DPS

3-DPS Welcome Section

4-Self Counseling

5-Shipment Status Check

6-Personal Info Update

7-Requesting a Reweigh

8-Requesting Delivery

9-Customer Satisfaction Survey

10-Filing a Claim (PDF)

10-Filing a Claim (Video)

Useful Tools

Moving Resources

Travel Information

Links

Acronyms

Glossary

Locator Maps

Service Member/Civilian FAQ

Watch the Video!

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11:47 AM 9/25/2010

Some of the other information available on Move.mil can be found under *Start Your DPS Move*. Click the link at the top of the page. You will be able to find information on performing a Personally Procured Move, a scale locator, locate your nearest Transportation Office and additional useful tools.

Move.mil - DOD - Windows Internet Explorer

http://www.move.mil/dod.htm#startMove_

Norton

Expired

Move.mil - DOD

What Is DPS? DPS Registration DPS Login Forgot Password? Program Director

DOD Service Members and Civilians PPSO Personal Property Shipping Office TSP Transportation Service Providers

Before You Begin **Start Your DPS Move** After Delivery

Start Your Move

[Personally Procured Move \(PPM\)](#)

[Transportation Office \(TO\)](#)

[Excess Cost Adjudication Function \(ECAAF\)](#)

[Inbound Shipments](#)

Watch the Video!

Formerly DITY. Want to move some or all of your belongings yourself?

[PPM Newsletter Article](#)

PPM Newsletter article from Joint Program Management Office Household Goods (JPMO HHGS) (DPS).

Entitlements

Service member entitlements, see [JFTR Vol 1, Chapter 5, US320, Item D](#), Personally-Procured Transportation and NTS For DOD civilian entitlements, see [JTR Vol 2, Chapter 5, CS160, Item C](#), Actual Expense, 2 Personally Procured.

Scale Locator

Look up from the search locator map.

Weight Estimator

NOTE: Weight estimator site is no longer available. Please login to DPS for Weight Estimator Calculator which is available on its homepage, Quick Reference.

Protect Your Move

Link to Federal Motor Carrier Safety Administration page.

Useful Tools

[Moving Resources](#)

[Travel Information](#)

Links

[Acronyms](#)

[Glossary](#)

[Locator Maps](#)

[Service Member/Civilian FAQ](#)

Move.Mil is a publicly accessible DOD website. Content updates to this website are required to undergo a public affairs and legal review prior to being posted. Therefore please be patient with any requested changes. This process is in compliance with DOD policy.

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Once your property has been picked up, you can check the status of your shipment through DPS or by calling the Interactive Voice Response at 1-800-326-2137. You will find assistance with this process on Move.mil by clicking on *Inbound Shipments*.

Move.mil - DOD - Windows Internet Explorer

http://www.move.mil/dod.htm#startMove_

Norton

Expired

Favorites Suggested Sites See What's Hot Web Slice Gallery

Move.mil - DOD

What Is DPS? DPS Registration DPS Login Forgot Password? Program Director

DOD Service Members and Civilians

Before You Begin Start Your DPS Move After Delivery

Start Your Move

Personally Procured Move (PPM)

- Transportation Office (TO)
- Excess Cost Adjudication Function (ECAAF)
- Inbound Shipments**

Formerly DITY. Want to move some or all of your belongings yourself?

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PPM Newsletter article from Joint Program Management Office Household Goods (JPMO HHGS) (DPS).

Entitlements

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Scale Locator

Look up from the search locator map.

Weight Estimator

NOTE: Weight estimator site is no longer available. Please login to DPS for Weight Estimator Calculator which is available on its homepage, Quick Reference.

Protect Your Move

Link to Federal Motor Carrier Safety Administration page.

Useful Tools

- Moving Resources
- Travel Information

Links

- Acronyms
- Glossary
- Locator Maps
- Service Member/Civilian FAQ

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11:53 AM 9/25/2010

After clicking *Inbound Shipments*, you can click the links on the page for further instructions on how to check the status of your shipment through DPS and through IVR. You will also find information on how to request storage instead of delivery and extending shipments in temporary storage.

The screenshot shows the Move.mil website in a Windows Internet Explorer browser window. The address bar displays the URL http://www.move.mil/dod.htm#startMove_dodInbondShip. The page features a navigation bar with links: [What Is DPS?](#), [DPS Registration](#), [DPS Login](#), [Forgot Password?](#), and [Program Director](#). Below this, there are three tabs: **DOD** (Service Members and Civilians), **Before You Begin**, and **Start Your DPS Move** (which is the active tab). The **Start Your Move** section includes links for [Personally Procured Move \(PPM\)](#), [Transportation Office \(TO\)](#), [Excess Cost Adjudication Function \(ECAAF\)](#), and [Inbound Shipments](#). A red circle highlights three links under the **Start Your Move** section: [Shipment Status Check: How-To Guide](#), [Interactive Voice Response \(IVR\)](#) (with subtext: Trace your shipment through IVR at 1-800-326-2137), and [Temporary Storage Authorization and Extension](#) (with subtext: How to request temporary storage instead of delivery). To the right, there is a **Useful Tools** section with links for [Moving Resources](#) and [Travel Information](#), and a **Links** section with links for [Acronyms](#), [Glossary](#), [Locator Maps](#), and [Service Member/Civilian FAQ](#). At the bottom, there is a disclaimer: "Move.Mil is a publicly accessible DOD website. Content updates to this website are required to undergo a public affairs and legal review prior to being posted. Therefore please be patient with any requested changes. This process is in compliance with DOD policy." and a footer with links for [OPR for this page JPMO-HHGS](#), [Contact Webmaster](#), [Last Modified: 9/7/2010](#), and [Text Only](#). The Windows taskbar at the bottom shows the Start button, Internet Explorer, and other open applications, with the system clock displaying 12:43 PM on 9/25/2010.

Also on Move.mil, you will find information on your responsibilities **after** your shipment has been delivered. Click on *After Delivery*. One of the most important steps in your move process is your Customer Satisfaction Survey (CSS). Your CSS will be used to rate Transportation Service Providers to ensure that only quality moving companies are used to handle your belongings. Members are required to submit their CSS within seven days of delivery of their shipment. You will be sent emails that contain a link for completing your CSS after your shipment has been delivered.

The screenshot shows the Move.mil website in a Windows Internet Explorer browser window. The address bar displays the URL http://www.move.mil/dod.htm#afterDelivery_. The browser's Norton security bar is visible at the top. The website's navigation bar includes links for 'What Is DPS?', 'DPS Registration', 'DPS Login', 'Forgot Password?', and 'Program Director'. Below this, there are three tabs: 'DOD Service Members and Civilians', 'Before You Begin', and 'After Delivery'. A red arrow points to the 'After Delivery' tab. The main content area is titled 'After Delivery' and features a section for the 'Customer Satisfaction Survey (CSS)'. A text box explains that the CSS is a performance report used to rate Transportation Service Providers and emphasizes that it is imperative to fill out a CSS for each and every shipment. Below this, there are links for 'How to complete CSS', 'DPS Survey', 'TOPS Survey', 'CSS FAQs', and 'CSS Brochure'. A video player with a play button and the text 'Watch the Video!' is also present. On the right side, there are sections for 'Useful Tools' (Moving Resources, Travel Information) and 'Links' (Acronyms, Glossary, Locator Maps, Service Member/Civilian FAQ). At the bottom, there is a disclaimer about the website's accessibility and a footer with contact information and a last modified date of 9/7/2010. The Windows taskbar at the bottom shows the time as 12:48 PM on 9/25/2010.

Move.mil - DOD - Windows Internet Explorer

http://www.move.mil/dod.htm#afterDelivery_

Norton

Expired

Move.mil - DOD

What Is DPS? DPS Registration DPS Login Forgot Password? Program Director

DOD Service Members and Civilians Before You Begin Start Your DPS Move After Delivery

After Delivery

Customer Satisfaction Survey (CSS)

Claims

CSS is really a performance report that DPS uses to rate Transportation Service Providers, thereby ensuring that only quality moving companies will handle your belongings. **It is imperative that you fill out a CSS for each and every shipment.** Luckily, it's easy! You will automatically receive an email with a link to your CSS after your shipment has been delivered.

How to complete CSS

DPS Survey

Login to DPS and click Customer Satisfaction Surveys module.

TOPS Survey

Link to survey for TOPS shipments.

CSS FAQs

Frequently asked questions concerning the survey.

CSS Brochure

SDDC's Customer Satisfaction Survey brochure.

Useful Tools

Moving Resources

Travel Information

Links

Acronyms

Glossary

Locator Maps

Service Member/Civilian FAQ

Move.Mil is a publicly accessible DOD website. Content updates to this website are required to undergo a public affairs and legal review prior to being posted. Therefore please be patient with any requested changes. This process is in compliance with DOD policy.

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12:48 PM 9/25/2010

Also on this page of Move.mil, you will find a link for submitting a claim for any loss or damages you might have. Click *Claims*. You will find the how-to guide and video and specific branch of service claims office information for filing a claim.

The screenshot shows the Move.mil website in a Windows Internet Explorer browser window. The address bar displays the URL http://www.move.mil/dod.htm#afterDelivery_dodClaims. The browser's Norton security bar is visible at the top, indicating the site is expired. The website's navigation bar includes links for 'What Is DPS?', 'DPS Registration', 'DPS Login', 'Forgot Password?', and 'Program Director'. On the right, there are logos for 'DOD Service Members and Civilians', 'PPSO Personal Property Shipping Office', and 'TSP Transportation Service Providers'. Below the navigation bar, a breadcrumb trail shows 'Before You Begin', 'Start Your DPS Move', and 'After Delivery'. The 'After Delivery' section is active, featuring a 'Customer Satisfaction Survey (CSS)' link and a 'Claims' link, which is highlighted by a red arrow. To the right of the 'Claims' link is a text box explaining that CSS is a performance report used by DPS to rate Transportation Service Providers, and it is imperative to fill out a CSS for each and every shipment. Below this text box is a video player with a play button and the text 'Watch the Video!'. To the right of the video player is a list of links: 'Claims How-To (PDF)', 'Claims How-To (Video)', 'Air Force', 'Army', 'Coast Guard', 'Marines', and 'Navy'. Further right, under the heading 'Useful Tools', are links for 'Moving Resources' and 'Travel Information'. Below that, under the heading 'Links', are links for 'Acronyms', 'Glossary', 'Locator Maps', and 'Service Member/Civilian FAQ'. At the bottom of the page, there is a disclaimer stating that Move.Mil is a publicly accessible DOD website and that content updates undergo a public affairs and legal review process. The footer also includes links for 'OPR for this page JPMO-HHGS', 'Contact Webmaster', 'Last Modified: 9/7/2010', and 'Text Only'. The Windows taskbar at the bottom shows the Start button, Internet Explorer, and other applications, along with the system clock displaying 1:07 PM on 9/25/2010.

Move.mil - DOD - Windows Internet Explorer
http://www.move.mil/dod.htm#afterDelivery_dodClaims

Norton
Expired

Move.mil - DOD

What Is DPS? DPS Registration DPS Login Forgot Password? Program Director

DOD Service Members and Civilians PPSO Personal Property Shipping Office TSP Transportation Service Providers

Before You Begin Start Your DPS Move After Delivery

After Delivery

Customer Satisfaction Survey (CSS)

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Claims How-To (PDF)

Claims How-To (Video)

Air Force

Army

Coast Guard

Marines

Navy

Useful Tools

Moving Resources

Travel Information

Links

Acronyms

Glossary

Locator Maps

Service Member/Civilian FAQ

Move.Mil is a publicly accessible DOD website. Content updates to this website are required to undergo a public affairs and legal review prior to being posted. Therefore please be patient with any requested changes. This process is in compliance with DOD policy.

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If you are having technical difficulties, you will find assistance under the *Contacts/Help* tab at the top of the move.mil page. Keep in mind that DPS changes and grows; there are times that the system might experiences delays or outages due to updates or patches. A helpful tool on the move.mil is the **DPS Status Dashboard**. Green means GO! Yellow means expect outages or delays. Red means the system is down. If you need further assistance, contact your Transportation Office for shipment questions or System Response Center (SRC) for login, password or system technical problems.

Move.mil - Windows Internet Explorer

http://www.move.mil/contacts.htm

Norton

Expired

Favorites

Suggested Sites

See What's Hot

Web Slice Gallery

Move.mil

Home

Contacts/Help

FAQ

Can we help you find something?

DPS Status Dashboard

What Is DPS?

DPS Registration

DPS Login

Forgot Password?

Program Director

DOD Service Members and Civilians

PPSO Personal Property Shipping Office

TSP Transportation Service Providers

Contacts/Help

DPS, ETA, and Move.mil HELP

SDDC/DPS Business Rules and US Bank HELP

Locator Maps

SRC(System Response Center) - Userid/login, system error, or DPS application issues.

Phone:

Toll-Free (800) 462-2176 (option 5)

Commercial 618-220-SDDC

DSN 770-7332

Email: mailto:sdsc.safb.dpsd@us.army.mil

Submit a ticket on-line: <https://www.sdsc-srchelpme.com/>

[DPS Helpdesk Template](#)

DPS Functional or Operational Questions - DPS shipment process issues.

Contact your local [Transportation Office](#), or search the [Self Service Website FAQ's](#), or FAQ's on each tab of this site for support.

Electronic Transportation Acquisition (ETA) Administration

DPS userid/password or email address update help: sdsc.safb.etaadminhd@us.army.mil

DPS userid/password issues, please contact the DPS Helpdesk or ETA administrator.

If you are a DOD Service member or a civilian logging into DPS, your ETA userID is your SSN or EIN.

If you are a PPSO or TSP, your userID was sent to you when you registered.

Move.mil website - Content issues such as broken links, spelling errors, etc.

Email to webmaster: move.mil.webmaster@ustranscom.mil

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